

FIG. 1

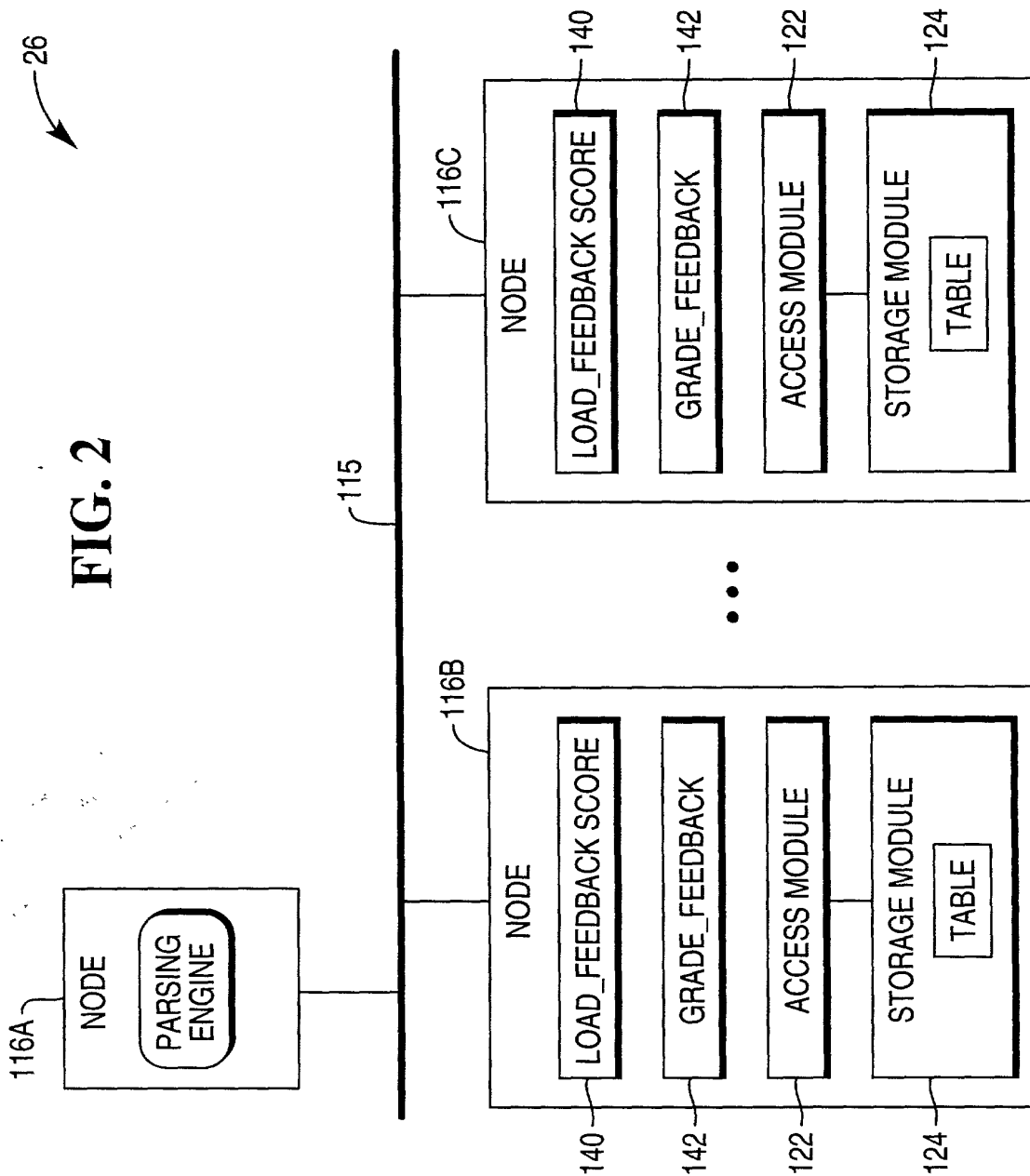


FIG. 3

CUSTOMER FEEDBACK TABLE			
CUSTOMER_ID	...	FEEDBACK	TIMESTAMP
	⋮		

FEEDBACK RATING TABLE	
ID	FEEDBACK SCORE
ID1	[ARRAY 1]
ID2	[ARRAY 2]
	⋮

FIG. 4

ADJECTIVES (SCORE MODIFIERS)			
WORD	RAW SCORE	VIEW	EXTREMELY
ANGER	-5	2	4
JOY	+7	2	4
SAD	-2	2	4
SURPRISE	+7	2	4
DISGUST	-4	2	4

FIG. 5

